RadioShack®

1998 Pocket Price Book

Customer Service

90 Day - "More Than Fair" Policy

For more complete information, refer to your Store Operating Manual. For INTERNAL use only.

Customer Service is a cornerstone of RadioShack's approach to business. Satisfied customers are our most valuable advertising. We don't just want to be fair—we want to be "More Than Fair."

Within 30 days

All new resalable RadioShack merchandise may be returned WITHIN 30 days of the original purchase for refund, exchange, or credit voucher if accompanied by the original carton, packaging, manuals, guarantees, and all copies of systems software included with any computer equipment.

90 Day "More Than Fair"

Our 90 Day "More Than Fair" policy is unwritten to our customers. DO NOT communicate this policy to customers. Simply put—a RadioShack Store Manager may accept any item, for any reason, from any customer for:

1. Exchange
2. In-Store Merchandise Credit
3. Price Guarantee Adjustment By In-Store Merchandise Credit

The customer's right to a CASH refund extends to thirty days. Between 31 days and ninety days use the 90 Day "More Than Fair" policy.

Returns Or Price Guarantees With No Receipt

Issuing a merchandise credit is the preferred method of handling this situation. Without a receipt to verify the purchase price, the lower of the current value, or any sale price within the prior six month period is to be used. The customer must then fill out a postcard containing basic customer information. The driver's license number is used for tracking.

The Fifty Dollar ($50) Rule

Our $50 rule is simple—RadioShack Store Managers should reach a resolution of the problem with our customer FOR ANY REASON AND AT ANY TIME IF REQUESTED TO DO SO on any item whose value is $50 or less. The customer should NEVER have to seek resolution above the store level.

Unresolved Situations

If you are unable to resolve a customer recovery situation in your store, you may want to enlist the help of your District Sales Manager. Offer to call your DSM for the customer. If the customer would rather contact the DSM themselves, give them your DSM's business card from the Customer Service Placard.

DSM's Phone Number_____

We Don't Just Want Happy Customers

We Want RAVING FANS!

- Len Roberts -

Let this booklet be your guide...

We're counting on YOU to help make our marketing initiatives a success. If you read and rely on this guide, it can help you enhance your sales and your earnings. In the guide, you'll find many of the answers your customers will need. Keep a copy handy whenever you're at work, and refer to it often.

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Important Phone Numbers

For INTERNAL Use Only!

Accounting-Daily Reports 817-390-3336
Accounting-Payroll 817-390-3324
Cellular
- Cellular Service Bureau 800-604-0011
- Cellular Technical Support 1-800-2-Tandy-4
- Local Cellular Representative ..... _____
- Wireless Pre-Paid refills 700-4-PREPAY

Commercial Charge-Credit Application **Fax** 817-390-3909
Commercial Charge-Credit Authorizations/Information 800-442-2585
Hawaii Only 817-390-2600
Commercial Charge-Customer Service 888-827-2733
Commercial Charge-Credit Manager 817-390-3352
Credit Cards
- American Express/Optima 800-528-2121
  - Merchant Number ..... _____
- Discover 800-347-1111
  - Merchant Number ..... _____
- MasterCard/Visa 800-984-5675
  - Merchant Number ..... _____
- RadioShack Cardholder Services 800-767-4556
  - Chargegard Questions 800-554-6407
  - Military Services Inc. (MSI) 800-237-5983
  - New Accounts 800-767-8062
  - New Accounts **Fax** 800-767-3465
  - Voice Authorization 800-767-7818

Customer Relations 817-390-3200
Customer Service-Customer Line 800-TheShack
Direct To Home
- Digitron Fax Customer Opportunity Forms 818-884-3595
- Digitron Fax Installation Requests 818-884-3595
- Digitron Voice Line 818-884-3588
- DigiVision Fax Customer Opportunity Forms 800-344-1491
- DigiVision Fax Installation Requests 800-254-5054
- DigiVision Voice Line 800-344-4856
- Direct TV Customer Activation 800-347-3288
- Direct TV Installer Activation 800-277-4388
- Direct TV Programming Inquiries 800-347-3288
- Direct TV Store Employee Support Line 800-323-1994
- Direct TV Subscriber Customer Service 800-531-5000
- PrimeStar RadioShack Employee Support Line 800-465-9213

RCA Customer Repairs 800-679-4776
- RCA Customer Service Contracts 800-283-6193
- RCA Store Stock Repair (Store Only) 800-377-3399

USSB Customer (Only) Support Line 800-204-8772
USSB Customer Activation 800-870-8772
USSB Store Employee Support Line 800-898-8772
Distribution Sales 800-322-3690
Employee Awareness Reporting System (EARS) 800-826-3915
Equifax (Returned Checks) 817-390-3019
Equifax CUSTOMER Line 800-543-5076
Faxback 800-323-6586
Lamps and Ballasts 800-888-2572
POS Support 817-390-2795
Risk Management (Product Liability) 817-347-0968
RSU SKU Look-up/Cross Reference 800-433-2024
RSU Store Orders/Customer Orders 800-241-8742
Sales Promotion 817-390-3376
Sanwa Leasing Customer Service 800-959-5936
Sanwa Leasing New Lease 800-793-0740
Sanwa Leasing New Lease **Fax** 800-877-5327
Security
ADT Customer Service 800-742-2388
ADT Installation Scheduling 800-742-8080
ADT Store Support 800-717-2388
ORCA 800-367-6722
Sprint PCS Customer Care 888-211-4727
Sprint/Cox Customer Care 800-455-4551
Sprint Spectrum (APC) Customer Care 800-311-4221
Sprint Residential Long Distance Customer Help 800-877-4646
Sprint Business Long Distance Customer Help 800-669-0303
Sprint Residential Long Distance Store Employee Help 800-449-5510
Sprint Business Long Distance Store Employee Help 972-405-5217
Store Maintenance 700-4-Service
Switchboard 817-390-3011
Tandy Choices 817-878-4122
Tandy Security 800-443-4357
Tandy Service Plans 800-433-5502
Tandy Service Plans **Fax** 817-390-3900
Technical Support 800-2-Tandy-4
Training And Development 817-878-6579

District Office ..... _____
District Sales Manager Car ..... _____
Loss Prevention Manager ..... _____
Manager Home # ..... _____
Regional Employment Coordinator ..... _____
Regional Sales Manager ..... _____
Team Captain ..... _____

Check Processing and Acceptance

*****Important*****

DO NOT accept a customer's personal or business check for payment for goods or services rendered if the check contains any terms, conditions or endorsements which would indicate that the deposit of the check by RadioShack for payment is contingent upon RadioShack performing or agreeing to something other than the delivery of goods or services the check was written to pay for.

A customer's payment by check should not be accepted under any circumstances if it contains:

- additional endorsements
- verbiage indicating RadioShack's "agreement" not to send advertisements or mailings
- verbiage to remove a customer from a mailing list or to not record a name and address
- any alterations to the terms and conditions in any way

If any of our customers do request to be removed from our customer and/or mailing list, please forward this information immediately via regular or electronic mail to:

Debra Henderson c/o Tandy Technology Center
200 Taylor Street, Suite 400
Fort Worth, TX 76102

POS Instructions:

1) ID TYPE:

This field indicates where the customer's ID is from. The values which can be entered are:

- State Abbreviations (TX, OK, FL, etc.) if the ID is a driver's license.
- "TC" for Traveler's Checks.
- "97" for Military IDs.

2) ID:

This field is the actual driver's license or military ID #. In order for Equifax to process the check, the ID MUST be entered EXACTLY as printed. If you add any other information, the check will not be approved (i.e., do not include the state code at the beginning of the driver's license #).

3) DATE OF BIRTH:

This information is required by Equifax to validate the ID. You should read this directly from the ID (please do not ask the customer!). Future POS changes will allow this information to be skipped on business checks.

4) MICR TRANSIT and MICR ACCOUNT

MICR refers to the magnetic data encoded on checks and processed by check readers. If your store does have a check reader, do not enter anything into these fields. If you try to hand enter the MICR data, and the data is not correct, the check will NOT be approved!

5) STORE INFORMATION

It is critical that you stamp your store # on the back of each and every check and that all private label payments have the customer's account # written on the face of the check.

Valid forms of second ID are:

- National Credit Cards: Visa, MasterCard, American Express, Optima, Discover, Diners Club, Carte Blanche, RadioShack credit card
- Bona Fide employment ID bearing a photographic likeness of the customer
- Unexpired government ID cards with photos
- Law enforcement credentials (not including badges) with photos
- Unexpired vehicle registration issued by your state
- Well-known local retail credit cards

The Repair Shop at RadioShack

In addition to warranty repairs on RadioShack products (i.e. Tandy, RadioShack, Optimus, Realistic), the Repair Shop also repairs most major brands of computers and consumer electronics that are OUT OF WARRANTY (including AST, Packard Bell, Go Video, GRiD, IBM, Sony, Microlex, Nokia, U.S. Logic, and WACA).

Some states have legal requirements regarding repair deposits, estimates, etc. See your Store Operating Manual for complete information!

Repair Deposit

No item is to be left in the store for repair without an advance deposit of $10. This deposit will be applied to repair charges, if the repair is picked up within thirty days of the time it is returned to the store. If the item cannot be repaired, we will refund the deposit.

Rough Estimates

If the flat labor rate for the product is $50 or less, add 50% of that charge to cover the cost of parts. If the labor rate is more than $50, add 25% of that charge. Example: The flat labor rate is $20. Parts are 50% of that charge, or $10. The rough estimate amount is $30. If the flat labor rate is $60, you would add 25% of the charge, so the rough estimate amount would be $75.

Detailed Estimates

A detailed estimate will be provided for a fee of $20. This detailed estimate will be completed at the Service Center and a complete description of parts and labor charges will be provided. The $20 fee will be applied to the repair charge. However, if the customer fails to authorize the repair, the $20 fee is not refundable. (Note: This estimate fee is collected instead of the $10 deposit.)

Customer Contact

The customer will be notified by the Service Center if the repair is delayed for any reason, such as parts availability, or if the repair charges will exceed the normal rough estimate amount. The Service Center will mail a postcard detailing parts orders, parts back orders, and estimated differences. Customers will also be notified by postcard when the repair is completed and the item has been returned to the store.

Repair Shop At RadioShack
RadioShack Product

Flat Labor Rates

12 Series

8-track/cassette	$20.00
Automotive Radio/CD or CD only	$49.00
Automotive multi CD player	$69.00
Auto converters/FM amps	$20.00
Automotive AMP/EQ boosters < 100 watts	$28.00
Automotive AMP/EQ boosters >= 100 watts	$50.00
Automotive radio/cassette <= 8 watts	$35.00
Automotive radio/cassette > 8 watts	$50.00
Clock radio (AM/FM), headset radio	$20.00
Clock radio w/cassette	$24.00
Portable radio	$20.00
Portable radio—4 bands or more	$24.00
Power antenna	$20.00

13 Series

Compact combo unit, no CD	$49.00
Compact combo unit, single CD	$69.00
Compact combo unit, Multi-disc CD	$79.00
Compact phono	$25.00
Portable phono, all types	$20.00
Rack systems, priced by component	various

14 Series

Boombox, no CD	$33.00
Boombox, CD	$60.00
Cassette deck, double or reel to reel	$49.00
Cassette deck, single or 8-track	$39.00
Dictating machine	$33.00
Digital compact cassette	$89.00
Microcassette recorders, pocket	$33.00
Portable cassette or 8-track	$20.00
Portable cassette, w/radio	$20.00
Portable cassette w/CD	$60.00

15 Series

Antenna rotor	$20.00
Cable converters	$20.00
Amps, video selector panels	$20.00
Surround sound systems	$39.00

Universal remote controls $20.00
Video multiplying systems $20.00

16 Series

AM/FM video receiver $69.00
Camcorder $119.00
Head cleaning, VCR $40.00
Head cleaning, camcorder $40.00
Satellite LNB/motor exchange $20.00
Satellite receiver $75.00
Satellite receiver, remote control $20.00
Security monitor, BW $30.00
Stabilizers $20.00
Stereo TV receivers $39.00
TV, BW $39.00
TV, color 20" or less $59.00
TV, color 21" or more $69.00
TV/Security camera $40.00
TV/VCR Combination $99.00
VCR, Hi-Fi $79.00
VCR, mono $79.00
VCR, player only $59.00
Video disk, clean-align $25.00
Video laserdisc $119.00
VIS $119.00

17 Series

Cellular phone—reprogram, handset repair $25.00
Cellular phone, handsfree repair $20.00
Cellular phone, minor repair, check SWR $25.00
Cellular phone, repair $59.00
Cellular phone, replace $20.00

19 Series

All equipment $49.00

20 Series

Multiband receiver, analog $26.00
Multiband receiver, digital $39.00
Scanner, crystal controlled $39.00
Scanner, programmable $49.00

21 Series

CB radio $32.00
CB radio, single side band $49.00
CB microphone $20.00
Power supply $20.00

SWR meter $20.00
Walkie-Talkie, > = 1 watt $32.00
Walkie-Talkie, < 1 watt $20.00
Walkie-Talkie, FM headset $20.00

22 Series

Digital meters, frequency counters $22.00
FET meters, inverters $20.00
Other test equipment, power supplies $20.00
Radar detector, 1 or 2 band $24.00
Radar detector, 3 band $30.00

25/26 Series

Diagnostic, checkout charge $39.00
Desktop CPU, w/HD $95.00
Desktop CPU, w/o HD $75.00
Laptop, w/HD $95.00
Laptop, w/o HD $75.00
Pocket computer $45.00
Non-laser printer $79.00
Laser printer $99.00
Monochrome monitor, terminal $59.00
Color monitor $89.00
CD-ROM install $49.95
Chip upgrade $39.95
Floppy drive install $34.95
Hard drive install $59.95
Memory install $24.95
Modem install $29.95
Multi I/O board install $34.95
Multimedia kit install $64.95
Printer color kit install $29.00
Removable media install $59.95
Scanner install $49.95
Software repair (per hour) $45.00
Software install-floppy-per title $39.95
Software install-CD-per title $29.95
Sound board install $39.95
Windows 95 install $69.95
Tape drive install $59.95
Video board install $39.95
Data transfer $49.95
Zoomer $75.00

28 Series

All types/per ½ hour $20.00

30/31 series

Equalizers $49.00
Professional audio equipment > $500 retail $119.00
Rack systems, priced by component ..... various
Receiver/amp < 50 watts $39.00
Receiver/amp >= 50 watts $69.00
Receiver/amp w/surround < 50 watts $59.00
Receiver/amp w/surround >= 50 watts $89.00
Tuners $49.00

32 Series

PA amps, mixers >= 50 watts $49.00
PA amps, mixers < 50 watts $35.00
Bullhorns $20.00
Corded microphone $20.00
Karaoke, video home $119.00
Karaoke, video-professional $139.00
Karaoke, CD $59.00
Karaoke, tape $39.00
Portable PA, 2 piece wireless $29.00
Wireless FM headphones, microphone $22.00
Wireless Mic, professional (900MHz) $49.00

33 Series

Microphones, headphones $20.00
Wireless headphones $30.00

40 Series

Speaker replacement $39.00

42 Series

CD changer—more than 6 disc $79.00
Concertmates, over $59 retail $59.00
Concertmates, under $59 retail $28.00
Home CD player, changer 6 disc or less $49.00
Illuma-storm $20.00
Personal CD player, basic $39.00
Personal CD player, deluxe $59.00
Rhythm box, all meters $20.00
Turntables, changers $41.00

43 Series

Answering machine $35.00
Caller ID $20.00
Fax machine $79.00
Home monitor $35.00

Intercom, all DC $20.00
Intercom, all wireless AM or FM $24.00
Phone, corded fashion $20.00
Phone, corded feature $35.00
Phone, cordless $35.00
Phone, cordless—900MHz $39.00
Telephone/answering combo $39.00
Telephone accounting system $25.00
Tone dialer $20.00

49 Series

Alarm system $33.00
Portable pager $30.00
Portable pager, receiver only $20.00
Security B/W monitor $30.00
Security video camera $40.00

60 Series

Electronic games $30.00
Radio-control $30.00
Radio-control, digital $30.00
Robots $30.00

61 Series

Plug 'n Power $33.00

63/65 Series

Blood pressure tester $20.00
Calculator $27.00
Clocks, all types $20.00
Copier, desktop $69.00
Copier, personal $35.00
Data directory, scheduler $30.00
Metal detector $20.00
Watch, repair $20.00
Watch, replace battery or lens $10.00

Repair Shop At RadioShack
Name-Brand Product

Flat Labor Rates

Audio Products

Boombox—no CD	$33.00
Boombox—with CD	$60.00
Karaoke/CD	$59.00
Karaoke/Tape	$39.00
Microcassettes	$33.00
Portable cassette w/radio	$20.00
Portable cassette w/CD	$60.00
Personal CD player—basic	$39.00
Personal CD player—deluxe	$59.00
Walkman®-type brand-name radio/cassette	$39.00

Automotive

Multi-CD player	$69.00
EQ/Booster/Amp (< 100 watts)	$28.00
EQ/Booster/Amp (> = 100 watts)	$50.00
Radio/Cassette (<= 8 watts)	$35.00
Radio/Cassette (> 8 watts)	$50.00
Radio/CD	$49.00

Computer

Checkout charge	$39.00
Desktop and laptop	$95.00
Non-laser printer	$79.00
Laser printer	$99.00
Monochrome monitor/terminal	$59.00
Color monitor	$89.00
CD-ROM install	$49.95
Chip upgrade	$39.95
Floppy drive install	$34.95
Hard drive install	$59.95
Memory install	$24.95
Modem install	$29.95
Multi I/O board install	$34.95
Multimedia kit install	$64.95
Printer color kit install	$29.00
Removable media install	$59.95
Scanner install	$49.95
Software repair (per hour)	$45.00

Software install—floppy—per title $39.95
Software install—CD-ROM—per title $29.95
Sound board install $39.95
Tape drive install $59.95
Video board install $39.95
Data transfer $49.95
Windows 95 install $69.95

CB Radios

40-channel $32.00
Single sideband $49.00
Walkie-Talkie $32.00

Home Audio

Receiver/Amp < 50 watts $39.00
Receiver/Amp > = 50 watts $69.00
Receiver/Amp w/surround < 50 watts $59.00
Receiver/Amp w/surround > = 50 watts $89.00
Cassette deck-double $49.00
Cassette deck-single $39.00
Compact disc changers <= 6 discs $49.00
Compact disc changers > 6 discs $79.00
Compact disc players $49.00
Compact system—no CD $49.00
Compact system—CD $69.00
Compact system—CD changer $79.00
Digital compact cassette $89.00
Equalizer $49.00
Professional audio equipment > $500 retail $119.00
Rack systems-by component ..... various
Speaker repair $39.00
Turntables $41.00
Tuner $49.00

Musical Keyboards

All types $59.00

Public Address Equipment

Corded microphone $20.00
PA amp, mixer >= 50 watts $49.00
PA amp, mixer < 50 watts $35.00
Wireless microphone $22.00
Wireless microphone-professional $49.00

Remote Controls

All types $20.00

Scanners

Crystal-controlled..... $39.00
Programmable $49.00

Telephones

Cellular..... $59.00
Cellular—minor repair..... $25.00
Cellular—handset $25.00
Corded phone—multi line..... $35.00
Corded phone—single line $35.00
Cordless phone $35.00
Cordless phone—900MHz $39.00
Fax machines $79.00
Telephone answerer..... $35.00
Telephone/answerer combo..... $39.00

TV

B/W $39.00
Color up to 20" $59.00
Satellite receiver..... $75.00

Video Products

Camcorder $119.00
Karaoke video—home..... $119.00
Karaoke video—professional..... $139.00
Preventative maint—camcorder $40.00
Tandy VIS $119.00
VCR-Hi-Fi $79.00
VCR Mono $79.00
VCR, dual deck..... $99.00
VCR, player only..... $59.00
VCR/TV combo..... $99.00
Video laserdisc..... $119.00

Sprint® Quick Reference

Sprint PCS, Sprint Spectrum & Sprint/Cox of California

•Customers activate themselves with a simple call from home!
Sprint PCS Activation: 1-888-715-4588
Sprint Southern California (Cox): 1-800-455-4551 or 1-888-727-6699
Sprint Spectrum (APC): 1-800-311-4221

•Salesmaker can call ahead to "pre-screen" customers before they activate.
Sprint PCS Pre-approval (excluding APC & Cox): 1-888-788-5002

Sprint Spree Card

An easy way to call Long Distance in $10, $20, or $50 denominations.
Procedures:

1. Cards arrive **UNACTIVATED** at store! You must activate at time of sale.
2. The Salesmaker must call 1-800-298-2980.
3. When prompted for the five digit password, enter 76106.
4. When told the numbers do not match, enter 817-390-8223.
5. Complete the sale on the POS.

Remember: Spree Cards can only be refunded if SEAL IS NOT BROKEN!

Sprint Internet Passport

Customers can access the Internet from their home PC with the first month FREE! They get all the software needed on CD-ROM, including Netscape Navigator 3.0. Customers can choose between two convenient payment plans—either a $1.50 per hour rate or a $19.95 monthly fee. There's even a 24 hour Customer Help line: 1-800-786-1400.

Sprint Long Distance

Great Long Distance rates, and it's easy to sell!
Procedures:

1. Have the customer complete the appropriate Letter of Authorization (LOA)—there are different ones for Residential and Business.
2. Enter the information into the POS under "Service Providers."
3. The customer gets a copy of the LOA and the order, place the other copy in your "Sprint" file for each month.

Numbers to know

RadioShack Employee Long Distance Plan: 1-800-738-9403
If already a Sprint customer: 1-888-633-7716

See page 3, "Important Phone Numbers" for more helpful Sprint numbers.

RadioShack AnswersPlus℠ Revolving Credit Account For Use at RadioShack

RadioShack AnswersPlus credit card customers may make their payments at a company-owned store. To accept payments a few guidelines must be followed:

1. The payment must be the ONLY TRANSACTION on the ticket.
2. Payment refunds are not allowed.
3. Only cash, checks, or traveler's checks are acceptable for payments.
4. Identification is not required for check acceptance, nor will TeleCheck be utilized for verification. See Store Operating Manual for additional information.

Minimum Monthly Payment Calculator

Account Balance	Minimum Monthly Payment
$0–$10	Balance
$10.01–$330	$10
Over $330	Divide by 33 and round up to next dollar amount

Chargegard Payment Protection

Rates and coverage are determined by cardholder's state of residence at time of enrollment. Fill in your state's costs and coverages below for quick reference.

Benefits for cardholders enrolled in: _____

include: _____; _____;

_____; _____;

Monthly premium is _____per $100.00 of the "New Balance" shown on your monthly statement, (excluding currently billed Chargegard premiums).

Contact Numbers

FOR CUSTOMERS: Cardholder Services: 1-800-767-4556

FOR STORE USE ONLY!

New Accounts: 1-800-767-8062
Voice Authorizations: 1-800-767-7818
New Accounts FAX: 1-800-767-3465
Application Questions: 1-800-767-8062
RS Credit Card Research: 1-817-390-2714
Chargegard Questions: 1-800-554-6407

Credit issued by Hurley State Bank, Sioux Falls, SD, Member F.D.I.C.

RadioShack AnswersPlus℠ Credit Card Fraud Prevention

$50 Reward Program

Consumer credit is a prime target for fraud perpetrators because of lost or stolen credit cards and easy access to instant credit. The fraud perpetrator can deceive store associates simply with their charm and the pretense of being extremely interested in a product. Many times fraud can be prevented if the store associate is alert and acts on suspicions.

In order to support our commitment to reducing fraud losses, SPS will reward store associates/managers who are instrumental in preventing a fraudulent sale or fraudulent new account by paying them a $50 reward.

Procedure

1. The operation center will keep a log of all "code 10" calls. The sales associate's name and social security number as well as the store number and location will be recorded.
2. Notes will be kept by the operation center explaining the details of the situation.
3. If the sale or new account is declined based on suspected fraudulent information, the associate/manager will receive a "Thank You" letter and the $50 reward.

Sanwa Leasing Corporation

For Business, Education and Government

(Sanwa Leasing Program not available in Arkansas)

COMMERCIAL LEASING RATES

Fair Market Value—FMV

Zero Down Rates

Equipment Cost	Term (Months)				
	12	24	36	48	60
$1,000–$10,000	.08563	.04689	.03360	.02827	.02452
$10,000+	.08481	.04586	.03333	.02761	.02425

★ Minimum monthly payment $50 ★ Minimum 2 years in business
★ Eligible equipment only ★ Subject to Sanwa credit approval
★ No advance payments or security deposits required
★ Must utilize RadioShack/Sanwa Lease Agreement
★ Training/Support may be included in Lease, up to 25% total equipment cost
★ Rates are subject to change without notice

Public Schools/State/Municipal Rates

Zero Down

Equipment Cost	Term (Months)				
	12	24	36	48	60
$1,000–$10,000	.08932	.04754	.03369	.02683	.02275
$10,000+	.08885	.04707	.03321	.02633	.02224

★ No advance payments or security deposits required ★ Eligible equipment only
★ Moody's rated "BAA" or better to be eligible
★ Must utilize Sanwa Municipal Lease Agreement
★ Title passes to Municipality at end of Lease ★ Minimum monthly payment $50
★ Training/Support may be included in Lease, up to 25% total equipment cost
★ Rates are subject to change without notice ★ Subject to Sanwa credit approval

Leasing by
Sanwa Leasing Corporation

Customer Service 1-800-959-5936
Applications ..... 1-800-877-5327 (Fax)
1-800-793-0740 (Voice)
General Questions 1-800-793-0740
Mailing Address ..... 2401 W. Big Beaver Road
Suite 400, Box 7023
Troy, Michigan 48007-7023

RadioShack
Gift Express®

The Easiest Way Ever to Shop For and Send Electronic Gifts!

RadioShack Gift Express is the hassle-free way to send the electronic gifts people really want. We can help choose the perfect gift, place it in an attractive gift box, add a colorful personalized greeting card, and send it anywhere in the US via UPS® delivery service for a nominal fee.

RadioShack
Unlimited®

Over 100,000 Products, Parts & Accessories Available

Our RadioShack Unlimited selection is incredible: cellular accessories for most brands, computer memory, scanners and modems, DJ sound, lights and fog machines, marine radios, and much, much more. And, for a nominal fee, we can ship it right to the customer's door via UPS®.

UPS is a registered trademark of United Parcel Service

Processing Gift & Direct Express Sales

If a customer wants the product shipped with a gift box and gift card, it is considered a "Gift" sale. If the customer does not want these, it is considered a "Direct" sale.

To process a Gift/Direct Express sale:

- At the POS, select {F1} OPTIONS from the Customer-Merchandise screen. Select "DIRECT ORDERS" from the menu. Then select "RS GIFT EXPRESS". You will now be able to enter the customer's name and address and then the recipient's address. Use the recipient's full address, including street, city, state and zip code. Don't forget to include the apartment number if necessary. The recipient's phone number must be included.
- Copy this information directly from the order form, then double check with the customer. Remember, the *ship to* address **must not contain a post office box address.**
- Enter the gift merchandise and TSPs the customer wishes to send. DON'T FORGET TO SUGGEST BATTERIES AND OTHER ACCESSORY ITEMS!
- At this time, the customer may choose whether or not to have a gift card and gift box. If they do choose a gift card and box, you can now enter their personal message. The message will be printed on the gift card if one is selected, or on the packing list if a gift card is not selected.
- The customer may select either STANDARD (5 business days) or NEXT DAY shipping for their delivery option.
- **Double check the *ship to* information at this time**. When all the information is completed, press {F10} ALLOCATE to begin the fulfillment verification. If the fulfillment verification was successful, you will be able to go to the Payment Screen to complete the transaction.

To check on the status of an order, customers and salesmakers can call our telephone support number:

1-800-THE-SHACK

(1-800-843-7422)

Processing RadioShack Unlimited Sales

These are considered RadioShack Unlimited sales and not Gift Express sales because a gift box and card are not available on RSU merchandise.

To process a RadioShack Unlimited sale:

- At the POS, select {F1} OPTIONS from the Customer-Merchandise screen. Select "DIRECT ORDERS" from the menu. Then select "RSU Customer Sale". Select {F2} to change customer *ship to* information. You will now be able to enter the recipient's name and address. Use the recipient's full address, including street, city state and zip code. Don't forget to include the apartment number if necessary. The recipient's phone number must be included.
- Copy this information directly from the order form, then double check with the customer. Remember, the *ship to* address **must not contain a post office box address.**
- Enter the RSU stock number or numbers the customer wishes to receive. DON'T FORGET TO SUGGEST BATTERIES AND OTHER ACCESSORY ITEMS!
- Next, enter "O" for home delivery or "S" if this item is a store-stock RSU product.
- Hit *Enter* for shipping options. The customer may select either "G" for ground, "S" for second day or "N" for next day (if available) shipping for their delivery option.
- Note: If employee or shareholder discount is to be applied, press {F1} OPTIONS.
- **Double check the *ship to* information at this time**. When all the information is completed, press {F10} ALLOCATE to begin the fulfillment verification. If the fulfillment verification was successful, you will be able to go to the Payment Screen to complete the transaction.
- To check on the status of an order, salesmakers and managers can use print manager on their back room SOS to view status of RSU orders. Customers may call our telephone support number:

1-800-THE-SHACK

(1-800-843-7422)

Tandy Technical Faxback

Tandy Technical Faxback is a simple-to-operate automated fax response system. Using your Touch-Tone phone, you can call and order documents to be delivered to your fax machine in a matter of minutes. The system is maintained by the Product Support Center in Fort Worth and is accessible 24 hours a day, 7 days a week.

These documents provide information about Tandy's consumer and computer products. Faxback contains information on the current product line as well as hard-to-find information on discontinued products.

For a list of new product information added to Faxback since January, 1997, order the following Faxback documents:

Spanish Products #9995
Material Data Sheets #9997
National Parts Exploded Views #9996
Computer Products #9998
Consumer Electronic Products #9999

We encourage you to use Faxback before calling the Product Support Center. Answers to many hardware questions asked by store personnel are available on Faxback. Information is updated weekly and accessible by calling the toll-free Faxback number:

1-800-323-6586

or visit our Web site at HTTP://support.tandy.com

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63-798.....34.99
63-799.....34.99
63-840.....1.97
63-848.....5.99
63-851.....9.99
63-853....12.99
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63-869....29.99
63-872....27.99
63-874....19.99
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63-878....12.99
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63-941.....9.99
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63-3002....59.99
63-3003....99.99
63-3005....49.99

63-3006....99.99
63-3007...199.99
63-3010....99.99
63-3012...299.99
63-5013....24.99

63-5014....19.99
63-5015....24.99
63-5021....14.99
63-5033....11.99
63-5034.....9.99

63-5037....21.99
63-5038....19.99
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63-5042....17.99
63-5044....14.99

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63-5206....17.99
63-5207....19.99
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63-5228....59.99
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63-5259....49.99
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63-5261....25.99
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64-1813....6.99

64-1816....6.49
64-1823....7.99
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64-1847....4.99
64-1866....4.99
64-1877....0.99
64-1879....1.79
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64-1990	14.99
64-2051	7.99
64-2052	0.99
64-2055	9.99
64-2060	9.99
64-2061	1.29
64-2062	1.99
64-2063	9.99
64-2064	7.49
64-2065	1.19
64-2066	6.49
64-2067	5.99
64-2070	6.99
64-2071	7.99
64-2072	1.29
64-2073	1.29
64-2078	6.49
64-2084	5.99
64-2086	2.79
64-2089	5.49
64-2090	2.29
64-2094	4.59
64-2098	6.99
64-2105	8.99
64-2110	6.99
64-2111	7.99
64-2112	8.99
64-2120	5.99
64-2129	2.99
64-2164	15.99
64-2165	29.99
64-2166	4.19
64-2167	3.19
64-2182	34.99
64-2183	9.99
64-2184	19.99
64-2187	29.99
64-2193	12.99
64-2220	2.99
64-2223	0.99
64-2227	4.19
64-2230	3.99
64-2301	2.49
64-2302	1.99
64-2303	1.99
64-2308	1.79
64-2313	2.99
64-2314	2.99
64-2326	2.99
64-2329	2.79
64-2336	2.69
64-2338	1.49
64-2340	2.49
64-2342	1.79
64-2343	1.99
64-2344	1.99
64-2345	2.69
64-2346	1.19
64-2347	2.49
64-2348	0.69
64-2349	0.99
64-2350	1.99
64-2352	2.99
64-2357	3.99
64-2360	2.99
64-2361	1.99
64-2363	3.19
64-2365	1.49
64-2802	7.99
64-2803	19.99
64-2825	24.99
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64-3012	1.49
64-3016	1.49
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64-3020	1.49
64-3022	1.49
64-3024	1.49
64-3025	1.49
64-3028	1.49
64-3030	1.49
64-3031	1.49
64-3032	1.49
64-3033	1.49
64-3034	1.49
64-3035	1.49
64-3036	1.49
64-3037	1.49
64-3038	1.49
64-3039	1.49
64-3040	1.49
64-3041	1.49
64-3043	1.49
64-3044	1.49
64-3046	1.49
64-3047	1.49
64-3049	1.49
64-3052	1.69
64-3053	1.69
64-3057	1.49
64-3058	1.49
64-3059	1.49
64-3061	1.49
64-3064	1.49
64-3065	1.99
64-3067	1.99
64-3068	1.49
64-3070	1.49
64-3073	1.49
64-3080	2.19
64-3081	2.19
64-3085	1.49
64-3086	1.49
64-3089	1.49
64-3090	1.99
64-3092	1.49
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65-728.....69.97
65-729.....39.99
65-730.....49.99
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65-737.....49.99
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65-755.....19.99
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65-823.....14.99
65-824.....12.47
65-827.....17.99
65-828.....15.99
65-830.....19.97
65-842....149.99
65-843.....69.99
65-844.....21.99
65-853.....29.97
65-854.....69.99
65-861.....11.99
65-864.....19.97
65-867.....19.99
65-872.....19.99
65-874.....34.99
65-877.....99.99
65-881.....29.99
65-883.....79.99
65-884.....34.99
65-885.....4.97
65-886.....6.99
65-891.....11.99
65-892.....6.97
65-894.....7.99
65-895.....4.97
65-896.....6.99
65-897.....8.99
65-899.....9.99
65-919.....14.99
65-921.....9.99
65-922.....10.99
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65-924.....6.99
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65-944.....9.99
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Manufacturer Warranty Information

RadioShack products carry a limited warranty good for at least 90 days after the customer purchase date. In addition, RadioShack carries a selection of name brand products that have their warranty set by the manufacturer. The following RadioShack products carry limited warranties in excess of 90 days.

Product	Warranty Period
AC timers	1 Year
Alarm clocks	1 Year
Autosound	1 Year
Calculators	1 Year
Cellular telephones	1 Year
Compact disc players	1 Year
Computers, monitors, printers	1 Year
Amateur radio transceivers	1 Year
Hi-fi rack and shelf systems	1 Year
PA amplifiers	1 Year
Radar detectors	1 Year
Satellite components	1 Year
Scanners	1 Year
Speaker systems	5 Years
Stereo amplifiers/tuners/receivers	2 Years
Telephones, answerers, fax machines	1 Year
Turntables	1 Year
TV sets/TV monitors	1 Year
Watches	1 Year

Quantity Discounts

Discount to be taken off catalog single-unit prices. Items may not be assorted. Discounts only apply to RadioShack brands (i.e. RadioShack, Optimus, Micronta, Tandy). National brand products (i.e. AST, Casio, Duracell, Eveready, Franklin, IBM, Kodak, RCA, Smith Corona, Sony, etc.) do not qualify for quantity discounts.

Equipment	3-5	6-11	12-49	50-499	500-Up
Antennas, TV/FM	—	10%	15%	20%	25%
Audio Components (Receivers, Amps, Tuners, Turntables, Speakers, Headphones, CD Players)	—	10%	15%	20%	25%
Audio Accessories and Parts	—	—	15%	25%	33%
Auto Tape Players, Radios, Accessories	—	10%	15%	20%	25%
Batteries (RS Brands) Except Alkaline	—	—	10%	20%	30%
Batteries (RS Super Alkaline AA, AAA, C, D, N, 9V— Same Cat. No. Only)	10%	10%	10%	20%	30%
Batteries, Watch (RS brand)	—	—	See Manager		30%
Batteries, Hearing Aid, Zinc-Air (RS Brand)	10%	10%	10%	20%	30%
Books	—	10%	20%	25%	33%
Calculators Data Organizers	—	5%	10%	15%	20%
Cable and Wire (Bulk Pack Only)	200-499 Ft. at 15% Off Per Foot 500 Ft. & Up at 20% Off Per Foot				
CB (Base, Mobile, Walkie-Talkies)	—	10%	15%	20%	25%
CB Antennas, Accessories	—	10%	15%	20%	25%
Computers, Notebook (Tandy, RS Brand)	—	5%	7%	See Manager	
Computer Printers, Monitors, Peripherals	—	5%	7%	See Manager	
Computer Software	—	7%	12%	17%	20%
Computer Accessories, Supplies	—	7%	12%	17%	20%
Electronic Components, Pkg. Wire & Cable, AC/DC Adapters	—	—	10%	25%	33%
Electronic Games, Space Patrol W-Ts	—	5%	10%	12%	20%
Fax Machines	—	5%	7%	10%	15%
Fax Supplies, Accessories	—	10%	15%	20%	25%
Intercoms	—	10%	15%	20%	25%
Kits (Science Fair)	—	5%	10%	15%	20%
Microphones	—	10%	15%	20%	25%

Continued on next page

All Prices and Terms Optional in Dealer Franchise Stores. Prices Subject to Change Without Notice.

Quantity Discounts

Continued from previous page

Equipment	3-5	6-11	12-49	50-499	500-Up
Music Systems (Portable, Rack, Compact, Karaoke)	—	5%	10%	15%	20%
PA Equipment	—	10%	15%	20%	25%
Radar Detectors	—	10%	15%	20%	25%
Radios (Clock, Portable, Stereo, Novelty)	—	7%	12%	17%	20%
Radio Controlled Toys	—	5%	10%	12%	20%
Scanners, Communications Receivers	—	10%	15%	20%	25%
Security Devices	—	7%	12%	20%	25%
Speakers (Unmounted)	—	10%	15%	20%	25%
Spell Checkers, Electronic References	—	5%	7%	12%	15%
Tape Recorders and Players	—	10%	12%	17%	20%
Tape, Audio Cass. (Same Cat. No. Only)	10%	10%	20%	30%	40%
Tape, Audio MC-60, MC-90 only	14%	14%	14%	14%	14%
Tape, Video Cass. Only	(No Discount)				
Tape Accessories	—	—	10%	20%	25%
Telephones (Also Dialers, Answerers, Amps, Controllers)	10%	12%	15%	20%	25%
Telephone Accessories (279 Series)	—	—	10%	25%	33%
Telephones, Cellular, Pagers	—	—	5%	10%	15%
TVs, VCRs, Camcorders, Satellite	—	5%	7%	10%	15%
TV/Video Accessories	—	—	10%	20%	25%
Test Equipment, Power Supplies	—	10%	15%	20%	25%
Timers, Electrical Accessories, Plug 'n Power, Flashlights, Clocks, Watches, Laser Pointers, Metal Detectors, Health & Home Products	—	5%	7%	10%	20%
Tools, Solder, Hardware, Chemicals	—	5%	7%	10%	20%
Transceivers (Business, Personal, Amateur)	—	10%	15%	20%	25%
Word Processors	—	5%	7%	See Manager	

All Prices and Terms Optional in Dealer Franchise Stores. Prices Subject to Change Without Notice.

TSP General Information

Important to Remember

The Terms and Conditions of TSP coverage are stated in the form (see list below) specific to your area. One of these must be given to each TSP customer along with the customer's copy of the sales receipt.

F0288 California	F0295 Florida	F0297 Illinois
F0291 Arizona	F0304 New York	F0293 Generic*

*Generic forms are for states without specified form.

TSP coverage does not include protection from theft, loss, accidental damage or abuse. Refer to the TSP Terms and Conditions pertaining to your area for a complete list of exclusions.

Carry-In TSP Contracts

In-Warranty Carry-In TSP Contracts. How TSP treats a product's original warranty is one area that is sometimes misunderstood. TSP is best explained as an extension of the customer's original warranty from its normal coverage length to a total of one, two, three or five years, depending on the TSP coverage purchased (for example, a 3-year TSP on a computer with a 1-year original warranty extends the warranty protection for two additional years). To compensate for original warranties of different lengths, the TSP price is adjusted (i.e. the price the customer pays is based on the actual amount of after-warranty coverage involved). The most obvious benefit of this program is that it allows an assortment of products with different original warranty lengths to be assembled into a common application (for example, home theater) and, with TSP, all the products will have the same warranty expiration date. Coverage begins on the purchase date of the equipment.

After-Warranty Carry-In Computer TSP Contracts. After-warranty TSP contracts are limited to computer products. Coverage begins on the date of purchase of the TSP and expires on the last day of the same month one, three or five years later, depending on the length of coverage purchased. For example, a 3-year after-warranty TSP purchased March 10, 1994 will expire March 31, 1997.

TSP Customer Benefits

Millions of RadioShack customers have active TSP contracts, but selling TSP presents a new challenge. Unlike computers, camcorders, or VCRs, service plans are intangible. To make a TSP tangible, you must establish its value. You establish the value by explaining the benefits of TSP. **In every sales presentation, mention at least three of the benefits below:**

Includes Parts and Labor

Some plans have time limitations on parts, but with TSP, coverage includes both parts and labor for the entire term of the plan. There are no deductibles.

Unlimited Service

We wouldn't want the customer to experience the inconvenience of many repairs, but if it should happen, TSP covers repair as often as necessary during the term of the plan.

Transferable TSPs

The TSP covers the product. So if your customer sells the covered item, the TSP will transfer to the new owner.

Repair or Replacement

With some plans, if the product can't be repaired, the customer's service contract price is refunded. With TSP, if we can't fix it, we'll replace it!

Convenience

Customers can access service through over 6500 RadioShack and RadioShack Associate stores nationwide. If your customers move, they'll know that there will be a RadioShack location nearby.

Protection From Rising Cost Of Repairs

The technologies that give us new features and at lower cost are also driving the cost of repair higher. At one time, repairs could be made at less expensive component levels. Today, entire subassemblies have to be replaced because of multilayered printed circuit boards and machine inserted components which cannot be repaired at the shop. And finally, labor cost is always increasing. TSP puts a lid on inflation.

Repair When You Want To, Not When You Can Afford To

Most people can't afford to throw broken equipment away. If the repair cost is $200, most of us can't easily part with that large a sum (Part with $200? How about finding $200?). For businesses, service plans enable the manager to budget maintenance cost.

TSP Costs Less Than Most Repairs Cost

This is one of the most important benefits of TSP. A single repair during the coverage period can pay for the TSP.

Tandy Service Plan

Price breaks based on current permanent retail prices. Sale prices do not apply. Coverage period includes normal product warranty. Coverage begins on the date of TSP purchase and expires on the first, third or fifth anniversary of EQUIPMENT PURCHASE per the following schedule:

SERIES	DESCRIPTION	PRICE	YEAR
12	Sound Items below $50	14.95	3
12	Sound Items below $100	24.95	3
12	Sound Items above $100	34.95	3
13	Rack Systems below $500	49.95	3
13	Rack Systems above $500	99.95	5
14	Decks below $100	39.95	5
14	Decks above $100	59.95	5
14	Cassettes below $50	19.95	3
14	Cassettes below $100	29.95	3
14	Cassettes above $100	39.95	3
15	Video Components below $100	19.95	3
15	Video Components above $100	29.95	3
16	Video Cassette Players & VCP/TV Combos	79.95	3
16	Video Cassette Recorders	49.95	1*
16	VCRs	79.95	3*
16	Laser Disc/CD Players & VCR/TV Combos	139.95	3*
16	Camcorders	79.95	1*
16	Camcorders	199.95	3*
16	Televisions, B&W	29.95	3
16	Televisions, Color	79.95	3
16	Televisions, Pocket	49.95	3
16	Satellite Receivers	79.95	3
17	Cellular (Mobile Only)	59.95	3
17	Cellular Phones (Portable, transportable, transmobile)	89.95	3
19	Amateur Radio Transceivers	49.95	3
20	Shortwave Radios	19.95	5
20	Scanners below $200	39.95	5
20	Scanners/Shortwave Radios above $200	59.95	5
21	Communications Equipment below $50	19.95	3
21	Communications Equipment above $50	39.95	3
22	Multitesters	9.95	3
22	Radar Detectors	39.95	3
31	Equalizers	39.95	5
31	STA/SCR Receivers	59.95	5
32	PA Items below $50	19.95	5
32	PA Items above $50	39.95	5
33	Headphones & Mikes below $50	19.95	3
33	Headphones & Mikes above $50	29.95	3
42	LAB Series Turntables	29.95	5
42	Components below $50	19.95	5
42	Musical Keyboards	29.95	5
42	Compact Disc Players	59.95	5
43	TAD Answering Devices	39.95	3
43	Phones/Intercoms below $50	10.95	3
43	Phones/Intercoms below $100	24.95	3
43	Phones above $100	34.95	3
43	FAX Machines	99.95	3
49	Alarm Control Units	29.95	3
61	Security Items below $50	19.95	3
61	Security Items above $50	29.95	3
63	Electronic Items below $50	14.95	3
63	Electronic Items below $100	24.95	3
63	Electronic Items above $100	34.95	3
65	Calculators below $50	9.95	3
65	Calculators above $50	19.95	3

***VCR and Camcorder TSPs may be purchased for either one three-year term or three one-year terms. One-year plans on these items will be renewable twice for a total term not to exceed three years from original equipment purchase dates.**

FOR EMPLOYEE USE ONLY